



Commonwealth of Massachusetts
Expert Panel on End of Life Care

***Palliative Care References- Reports, Guidelines, Tools
General & per Workgroup***

GENERAL

Crosswalk of NQF Preferred Practices to sample policies, and suggested tools/resources: (also broken down per workgroup section below)

http://www.capc.org/support-from-capc/capc_publications/nqf-crosswalk.pdf

Preferred practices, sample policies, and concrete tools/resources specific to:

- ✓ Workforce- Practices #1, 3, 4, 5, 22, 23
- ✓ Communication- Practices #: 6-8, 9-11, 17-21, 24-28, 31-33, 36, 38
- ✓ Access- Practices #2, 8(also communication)

**National Framework and Preferred Practices for Palliative and Hospice Care
(Report abstract)**

<http://www.qualityforum.org/publications/reports/palliative.asp>

Also, see summary below.

NQF Summ.
Consensus Guidelines

**Crossing the Quality Chasm - Institute of Medicine (IOM)
*Six Aims for Improving the U.S. Health Care Delivery System***

The Committee on the Quality of Health Care in America was formed in 1998 and charged with developing a strategy that would result in a substantial improvement in the quality of health care over the next 10 years. Its first report, "To Err is Human: Building a Safer Healthcare System" was followed by "Crossing the Quality Chasm", which addressed more widespread defects in our American health care system that "detract still further from the health, functioning, dignity, comfort, satisfaction, and resources of Americans." This report proposed a vision of a 21st-century health care system providing care that is evidence-based, patient-centered, and systems-oriented. It included six aims for improvement, that health care *should be*:

- **Safe**—avoiding injuries to patients from the care that is intended to help them.
- **Effective**—providing services based on scientific knowledge to all who could benefit and refraining from providing services to those not likely to benefit (avoiding underuse and overuse, respectively).
- **Patient-centered**—providing care that is respectful of and responsive to individual patient preferences, needs, and values and ensuring that patient values guide all clinical decisions.

- **Timely**—reducing waits and sometimes harmful delays for both those who receive and those who give care.
- **Efficient**—avoiding waste, including waste of equipment, supplies, ideas, and energy.
- **Equitable**—providing care that does not vary in quality because of personal characteristics such as gender, ethnicity, geographic location, and socioeconomic status.

Under these aims, the Cross the Quality Chasm report also posed 13 recommendations that could be referenced by this Expert Panel as model constructs for content and language, as they address communication, access, and workforce, at a broader yet applicable level of the health care system.

For example, related to workforce:

Recommendation 12 (pp 19 of Exec Summ): A multidisciplinary summit of leaders within the health professions should be held to discuss and develop strategies for (1) restructuring clinical education to be consistent with the principles of the 21st-century health system throughout the continuum of undergraduate, graduate, and continuing education for medical, nursing, and other professional training programs; and (2) assessing the implications of these changes for provider credentialing programs, funding, and sponsorship of education programs for health professionals.

Executive Summary of "Crossing the Quality Chasm": See pp 5-20 for 6 domains and 13 recommendations.

http://www.nap.edu/openbook.php?record_id=10027&page=1

**Institute for Clinical Systems Improvement (ICSI):
Palliative Care Guidelines:**

http://www.icsi.org/guidelines_and_more/gl_os_prot/other_health_care_conditions/palliative_care/palliative_care_11875.html

NHCPO website: Hospice Statistics and Research

<http://www.nhpcpo.org/i4a/pages/index.cfm?pageid=3274>

NHPCO Standards for Pediatric Palliative and Hospice Care

<http://www.nhpcpo.org/i4a/pages/index.cfm?pageID=5874>

"More Research Needed to Guide Palliative Care for Older Adults, Says Recipient of AGS' Outstanding Scientific Achievement for Clinical Investigation Award" (Sean Morrison, MD)

American Geriatrics Society Newsletter, 3rd quarter, 2008 (Vol. 39, Num. 3)

<http://www.americangeriatrics.org/newsletter/2008q3/lecture.asp>

ACCESS

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Preferred practices, sample policies, and concrete tools/resources specific to:

- ✓ Access- Practices #2, 8(also communication)

**Improving quality, reducing cost through increased access to palliative care
Recommendations for Health Care Reform**

Submitted by: Diane E. Meier, MD, Howard Tuch, MD, Margaret Campbell PhD, RN, Jon Keyserling, and R. Sean Morrison, MD

On behalf of The Hospice and Palliative Care Coalition

- The Center to Advance Palliative Care (www.capc.org),
- The American Academy of Hospice and Palliative Medicine (www.aahpm.org)
- The Hospice and Palliative Nurses Association (www.hpna.org)
- The National Hospice and Palliative Care Organization (www.nhpco.org)
- The National Palliative Care Research Center (www.npcrc.org)

These recently released, robust recommendations outline forward-thinking policies aiming to increase access to quality palliative care in the United States. They fall into three categories: 1) Workforce; 2) Research to build evidence necessary for quality care and service delivery; and 3) Financial and regulatory incentives for health care organizations and providers to promote access to quality palliative care. ([Click on full document below.](#))

Policy Coalition-
6-10-09

Pioneer Programs in Palliative Care

Pioneer Programs in Palliative Care: Nine Case Studies by the Milbank Memorial Fund, Co-published with The Robert Wood Johnson Foundation, 2000, 240 pages
<http://www.milbank.org/reports/pppc/0011pppc.html>

TriCentral Care Program

A Program Toolkit giving you a step-by-step guide on how you can create an innovative outpatient palliative care program within your own healthcare institution.
<http://www.growthhouse.org/palliative/>

"Operational Features for Hospital Palliative Care Programs: Consensus Recommendations"

David E. Weissman, Diane E. Meier. Journal of Palliative Medicine. November 2008, 11(9): 1189-1194. doi:10.1089/jpm.2008.0149.
<http://www.liebertonline.com/doi/abs/10.1089/jpm.2008.0149?cookieSet=1&journalCode=jpm>

CAPC (Center to Advance Palliative Care) Palliative Care Consultation Service Metrics: Consensus Recommendations

<http://www.capc.org/tools-for-palliative-care-programs/measurement/operational-metrics/jpm-consensus-recommendations.pdf>

Financing side...

Financing Implications of Promoting Excellence in End-of-Life Care-

Executive Summary (*Monograph outlining 6 model programs featuring palliative care upstream in the course of illness and concurrent with treatment to prolong life*)

Promoting Excellence in End-of-Life Care- National Program Office of the RWJ, directed by Ira Byock,

http://www.promotingexcellence.org/files/public/finance_summary.pdf

New End-of-Life Benefits Models in Blue Cross & Blue Shield Plans (ideas from other states)

<http://www.promotingexcellence.org/i4a/pages/index.cfm?pageid=3793>

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WORKFORCE

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Palliative Care Academic Career Awards: A Public-Private Partnership to Improve Care for the Most Vulnerable

Developed by CAPC and the International Longevity Center-USA, this report provides a blueprint for a nationwide palliative care faculty development initiative and proposes a public-private effort to build a national cadre of academic medical school faculty who will educate all physicians-in-training on the principles of palliative care.

<http://www.capc.org/research-and-references-for-palliative-care/publications/career-awards.pdf>

Also listed under "Access" above:

Improving Quality, reducing cost through increased access to palliative care Recommendations for Health Care Reform

Submitted by: Diane E. Meier, MD, Howard Tuch, MD, Margaret Campbell PhD, RN, Jon Keyserling, and R. Sean Morrison, MD on behalf of The Hospice and Palliative Care Coalition:

- The Center to Advance Palliative Care (www.capc.org),
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- The National Hospice and Palliative Care Organization (www.nhpco.org)
- The National Palliative Care Research Center (www.npcrc.org)

These recently released, robust policy recommendations outline forward-thinking policies aimed at increasing access to quality palliative care in the United States fall into three major categories: 1) Workforce; 2) Research to build evidence necessary for quality care and service delivery; and 3) Financial and regulatory incentives for health care organizations and providers to promote access to quality palliative care. *(Click on full document below.)*

Policy Coalition-
6-10-09

Advanced Practice Nursing: Pioneering Practices in Palliative Care

This monograph illustrates successful models of pioneers in advanced practice nursing and promotes the advanced practice nurse's role in providing palliative care.

<http://www.promotingexcellence.org/i4a/pages/Index.cfm?pageID=3775>

Palliative care job descriptions and staff competencies (CAPC tools):

<http://www.capc.org/tools-for-palliative-care-programs/admin-tools/>

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COMMUNICATION

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Caring Connections, Inc.: National website on Advance Directives:

Included general information and tools on Advance Directives, including consumer and provider-friendly publications on topics including:

- Talking about end-of-life wishes
- Supporting someone who is grieving
- Caring for your loved ones
- Talking to your doctor about pain or illness
- Understanding hospice and palliative care services
- Paying for long-term care
- Caring for a seriously ill child

<http://www.caringinfo.org/AdvanceDirectives>

Annotated Bibliography on Instruments to Measure Care at the End of Life

An authoritative bibliography of instruments to measure the quality of care and quality of life for dying patients and their families.

Advance care planning:

<http://www.chcr.brown.edu/pcoc/Advanc.htm>

NOTE:

This document will be posted and continually updated on the MA Expert Panel website: <http://www.mass.gov/healthcare/expertpanel>.